

THE ^{New}COUNTY LINES

Shelby County Crime Victims Center Celebrates 10th Anniversary

This year marks the tenth anniversary of the Shelby County Crime Victims Center (CVC). Founded in 1995 by Mayor Jim Rout, the CVC has grown from a staff of two to an agency with fourteen full time employees. Linda K. Miller, the agency's first Executive Director, envisioned the CVC as a "hub" for victim services. With the support of Mayor Rout and the talented staff of the CVC, her vision has become fact. The center's mission statement, *"To provide comprehensive services to victims of crime and their survivors, reduce their trauma, facilitate their recovery and advocate for their rights to fair treatment"* is as relevant today as when the agency opened its doors.

Shelby County Mayor A C Wharton, Jr. and Sheriff Mark Luttrell joined former mayor Jim Rout at a special ceremony on April 13th at the Crime Victims Center to commemorate the 10th anniversary of the center. Also at the ceremony were past victims that were helped by the CVC.

"They called me by my name," said Brenda Werkheiser, who the CVC helped get back on her feet, paying a house note, a utility bill and a month's worth of her diabetes medicine after she was robbed at gunpoint, beaten, and carjacked last December. "It meant a lot to me to be a name again and not a number," said Werkeiser.

The CVC's current Executive Director, Heidi Verbeek, has been instrumental in developing community wide collaborative efforts to meet the needs of crime victims by expanding community awareness about crime victims' issues and the services that are available to assist them. During her tenure, a satellite office has opened in the Hickory Hill community through a grant funded by the Office of Victims of Crime, she has done a lot to enhance the CVC's working relationship with local law enforcement and the Center has taken great strides in using information technology to facilitate service delivery.

The CVC specializes in assisting victims of violent crimes. In a time of limited local funding, grant projects funded through the Victims of Crime Act, the Violence Against Women Act, and the Office for Victims of Crime have enabled the CVC to expand its services. The CVC works closely with the Tennessee Office of Criminal Justice Programs and is viewed as on the cutting edge of developing innovative programs.

CVC staff members provide assistance to victims by acting as a liaison to the criminal justice system, by providing crisis counseling, helping with safety planning, court accompaniment and assistance with applying for the Tennessee Criminal Injuries Fund. Provision of services to previously underserved victim populations remains a focus of the agency. Program development at the CVC is a developmental process designed to address the changing needs of crime victims.

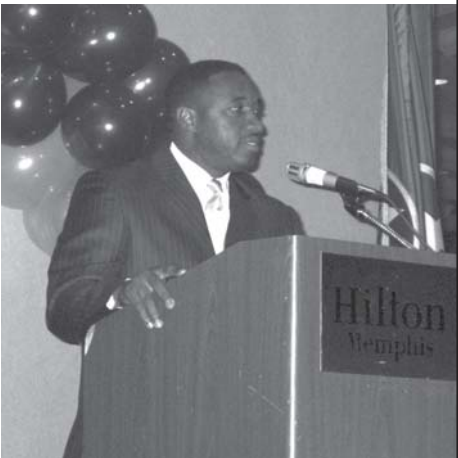


Crime Victims Center staff: Executive Director Heidi Verbeek, Pam Taylor, Joann Bell, Cheryl Wright, Anna Whalley, Deborah Davis-Williamson, and Tina Jones. Not pictured: Pam Criner, Alicia Denton, Vernetta Eddleman, Lori Jackson, RoseAnn Keen, Dianne Vaughn-Stacks, and Latoya Thomas

DINNER HONORS CRIME VICTIMS AND ADVOCATES

Shelby County honored members of our community that fell prey to crime during the 11th Annual Crime Victims Week Awards Dinner on April 21st, at the Memphis Hilton.

The event was hosted by Shelby County Mayor A C Wharton, Jr., United States Attorney for the Western District of Tennessee Terrell Harris, District Attorney General for the 30th Judicial District Bill Gibbons and Shelby County Sheriff Mark Luttrell, and was sponsored by the Shelby County Crime Victims Center.



Minister George Campbell recalls the day his 14-year-old daughter was killed by gang crossfire.

The dinner's theme, "What About the Victims," signified the need to put victims first, which is highly relevant to anyone who is in a position to assist victims and survivors of crime.

"By putting the victims first, we recognize that their rights, needs and concerns are priorities essential to promoting justice, safety and equal rights for all," said Heidi Verbeek, Crime Victims Center Executive Director.

The purpose of the dinner is to increase public awareness of the issues facing victims of crime, to honor professionals who offer services to victims and to pay tribute to and remember those who have been victims of crime.

The evening's keynote speaker was Minister George Campbell, who began working with youth after his daughter was caught by gang crossfire while walking home from school. Campbell hopes his story will deter kids from gangs and violence.

The dinner also recognized community members who have worked on behalf of crime victims. The Victims Service Professional of the Year award went to Mike Gooch, who is the Victim's Services coordinator for the Exchange Club Family Center. The Victim Advocate of the Year award was given to Robert Robinson, a volunteer with the Police and Citizen Alliance. U.S. Attorney, Senior Counsel Dan Newsom was honored as the Criminal Justice Professional of the Year.



Mayor A C Wharton, Jr. presents a Certificate of Appointment to Divorce Referee Patricia Odell.

Patricia Odell Appointed Shelby County Divorce Referee

On April 18th, Patricia A. Odell was sworn in as the Divorce Referee for Shelby County. The appointment marks two firsts for the county. Commissioner Odell, who has been serving as a Judicial Commissioner since October of 1998, is the first female and first

African-American to serve as Divorce Referee.

"In addition to her outstanding professional credentials, Commissioner Odell brings an invaluable perspective as a parent for dealing with the sensitive and complicated issues facing the Divorce Referee," said Mayor A C Wharton, Jr. who nominated Commissioner Odell for the position. The Shelby County Board of Commissioners unanimously approved the appointment in March.

Acting as an arm of the Circuit and Chancery Courts, the divorce referee sets support payments for the period between the filing for divorce and the time it comes up for final hearing. A total of 3,100 such cases are heard annually. Additionally, the referee must be in court to hear an estimated 4,700 more cases in the event she's called upon to rule upon them in the future.

Commissioner Odell is a graduate of Howard University School of Law and brings more than 30 years of experience to the position. She is replacing Phil Zerilla, who retired in February.

Employee Spotlight

A FRIEND INDEED ...

When you hear about a county employee doing something heroic like saving someone’s life most people assume it is a policeman or fireman doing his or her job. But sometimes, heroes can be found in the unlikelyst of places, like the Register’s Office



About a year ago, Sherri Morgan was eating lunch in the Shelby County Register’s office lunchroom when her first bite got lodged in her throat. Unable to breath, Sherri tried to dislodge the food.

“I knew I was losing consciousness and everyone around me was aware of what was going on,” said Sherri. “One lady was asking should she call 911, the others seemed frozen in time, except one person who happened to be on his cell phone talking to his wife.”

According to witnesses, Joe Reves was talking on his phone when he saw Sherri choking. He asked his wife to “hold on, Sherri is choking.” Putting down the phone, he went to Sherri and did the Heimlich maneuver twice. On the second attempt, the food dislodged and her airway opened.

He then went back to the phone very calmly and resumed his conversation with his wife and never mentioned that he had just saved Sherri’s life.

Although a bit shaken, Sherri was unharmed. “I was so grateful to be alive that I kept thanking Joe repeatedly, but he was more concerned that he had broken one of my ribs and even called me the next morning to check on me.”

Sherri says Joe has been a great co-worker and friend for twenty-eight years. “People know Joe around the county for his outgoing personality and antics but I would like everyone to know what a caring and good man he is.” Thanks again Joe.

FATHER OF THE YEAR

Corrections Officer **Preston Henderson, Jr.**, Detention Response Team Officer, Jail Division, was selected as Father of the Year by the Memphis City Council. Officer Henderson’s mother, Ms. Maxine H. Goodman, nominated him for Father of the Year because of the outstanding relationship that he has with his two daughters, Celena (age 10) and Cardiss (age 12).

Ofc. Henderson carries his two daughters to church every Sunday. They are on the usher board and they participate in the youth choir. He picks them up from school everyday and he is very active in every activity that they participate in at school and in the community. There was one event that he could not participate in and that was very disappointing to him when his daughters went on a trip with their Girl Scout Troop and he couldn’t go. His mother did chaperone on his behalf.

Ofc. Henderson is very active in the schools that Celena and Cardiss attend. He is the person who the school calls on when something is needed. Ofc. Henderson is truly an exceptional man, he cooks, washes clothes, and he even combs their hair. “I want to give him his flowers while he lives. I am so proud of Preston and the relationship he shares with his daughters. Children sometimes suffer through divorce proceedings, but due to the adults in this situation, by showing love and caring what happens to them, my granddaughters are well mannered, enjoying life, and are doing well in school” said Ms. Maxine H. Goodman.

FINDING TIME TO CARE

Kelly Rayne, Legislative Advisor and Special Counsel to the Mayor, was nominated to be Volunteer Memphis’ Volunteer of the Year for her work with Target House, which provides fully equipped, two-bedroom apartments to families who need to be at St. Jude from three months to up to three years.

Despite the demands of her job, Kelly finds time every week to work with the children who need long-term care at St. Jude.

Thanks to volunteers like Kelly, Target House is a place to live, heal, and rejoice in a difficult time.

Volunteer Memphis develops, promotes, and supports volunteerism in the Mid-South through recruiting and referring volunteers to more than 200 non-profits agencies. They also post weekly volunteer tips and opportunities in The Commercial Appeal.



2005 EMPLOYEE OF THE YEAR

On Thursday, March 10, 2005 a reception was held in the Archives Building at 150 Washington to honor the Employees of the Quarter, 2004 and to announce the Employee of the Year, 2004. There were 15 employees

of the quarter who were honored by Mayor A C Wharton. Employees of the Quarter who scored 24 and above by the Employee of the Quarter Selection Committee were deemed eligible to be Employee of the Year. The finalists were: Elizabeth Benson, Public Defender’s Office; Linda Liner, Health Department; Jasmine A. Morrison, Contracts Administration; Gail Poindexter, General Sessions Court; Sylvester Sartor, Jr., Public Defender’s Office; and Jacqueline E. Taylor, Division of Administration & Finance

A panel of outside judges included: Robert Barnes, The Grizzlies, Herbie Krisle, The Food Bank, and Lynn Shettles, The Salvation Army.

The employee selected to be the Employee of the Year, 2004 was **Mary A. Williams**, Personal Computer Software Specialist with the Health Department. Mary received the Summit Award to be displayed in her office; \$250 cash, and one-week free annual leave.

The judges were extremely impressed with Mrs. Williams’ nomination. It stated that “Mary is energetic and always willing to accept additional tasks.”

Mary’s career with Shelby County began in 1989. She’s a graduate of LeMoyne Owen College with a Bachelor’s degree in Business Management. She is involved in PTA organization and is an active member of her neighborhood watch program. Mary’s family shared in this event and was very proud of her. In attendance were her husband, Mr. Mack Williams, and her children Marquel and Morgan as well as others. Congratulations Mary!



Mary Williams receives the Employee of the Year award from Mayor Wharton.

Volunteer Spirit Shows In Shelby County Government

The Aging Commission of the Mid-South extends a hearty “Thank You!” to the Shelby County Sheriffs Office whose staff provided Christmas gifts for our Public Guardianship clients this past Christmas. Several divisions of the Sheriff’s Office purchased, wrapped, and labeled gifts for holiday delivery. Without the generous donations of time, talent and treasure from the Sheriff’s Office staff members, many of our Public Guardianship clients would not have received Christmas presents at all.

The Public Guardianship for the Elderly program provides guardianship services for disabled persons, generally 60 and older, who have no family members or other responsible party willing or able to handle their financial, medical, and/or social affairs.

Special thanks to Maurice Hulon of the Sheriff’s Office who worked so diligently in organizing and delivering the Christmas gifts to the Aging Commission before Christmas.

Editor’s Note

After a long absence, the County Lines has returned. Obviously, we have missed a lot in the past few months and there are many great Shelby County employees that deserve to be recognized. We have changed the format and style to focus more on the people who make Shelby County Government a good place to work and who make our community a good place to live. We hope you like the new look.

As always, we welcome your story ideas and suggestions. If you or a coworker wins an award, let us know. If you found a way to do a better job or save the county money, let us know. The New County Lines is for you and about you.

Send story ideas or suggestions to:
countylines@co.shelby.tn.us
Fax 545-4759
County Lines
160 N. Main, Suite 850
Memphis, TN 38103

We have found the keys to the Suggestion Boxes where the County Lines is distributed, so you can leave a note there as well (but, I would try email first).

Employees of 3rd Quarter of 2004



John F. Cliff is an Assistant Public Defender with the Public Defender’s Office and has been employed with the county since 1999. John’s commitment to his duties allows for greater efficiencies, as his cases do not linger on the court’s dockets. As a result shorter jail time is required at a savings to taxpayers. John has established a good rapport with judges, prosecutors, deputies as well as his supervisors and co-workers. He is always available to confer with his clients.

Joanna G. Dowty is an Administrative Technician with the Environmental Improvement Commission. She has been employed with the county since 2003. Joanna has developed and maintains a management protocol for the daily operation of the tire recycling yard. The system she created to process and maintain documentation required by the state has avoided a loss to Shelby County of \$250,000 last year. Joanna is single parent with an 18-year-old son Robert and 3 year old granddaughter Lissa.



Alicia J. Lindsey is a Manager A in grant management with the Finance Department and has been employed with the county since 1995. Alicia looks for opportunities to obtain grants funds for Shelby County. On one occasion she took the initiative to obtain a grant for bulletproof vests and we obtained the grant. She has save the county monies by following up on a grant that was about to be lost due to expiration of the collection period and the county was awarded the \$200,000 grant. She has developed and maintains a system to monitor the status of all grants to Shelby County Government. Alicia, a native of Chicago, IL, is single and obtained her BBA degree in Finance from the University of Memphis. She is currently a MPA candidate at the University of Memphis.

Judy Stephens is a Public Health Nurse with the Health Department. She has been employed with the county since 1987. Judy makes home visits to special high risk newborns discharged from the MED’s Newborn Intensive Care Unit. She exhibits the special ability to work with patients and families sensing and assessing their needs and working with them to help meet those special needs. She is highly regarded by other nurses and recognized by them as the home nurse expert. They often consult her about multi-health problem patient care situations. Judy has worked with other nurses on a medical records committee to streamline the process that has saved time as well as meet the program guidelines. She is a native of Nashville, TN and is married to Walt and they are the parents of two grown children, Leah and Saul. She obtained her BSN degree from the University of Tennessee.



Employees of 4th Quarter of 2004



Mary Kelly-Parrott is a Clerical Specialist A with the County Clerk’s Office and has been employed with the county since 1973. Mary is an asset to the Business Tax Division and is very knowledgeable in many areas of the Clerk’s office. She is energetic and efficient and has worked in other areas to avoid the cost of overtime. She has made recommendations on the filing system and is currently updating them for transfer to discs. Mary is a native of Detroit, MI and is married to Ralph. They are the parents of one daughter, 14 year old Chandra.

Carolyn J. Knox is a Program Administrative Specialist D with the Health Department/ Human Resources. She has been employed with the county since 1991. Carolyn is a true professional in every way. Her position is considered the “hub” of the office, and as such is responsible for providing technical, financial and statistical research, advice and assistance regarding personnel matters within the division. She strives for perfection and completes every task with zeal and enthusiasm. She is mindful of wasteful spending and closely monitors office supplies and equipment. She has automated many forms required for HR use, which has saved time. This office has lost 3 positions and Carolyn stepped up and assumed some of those responsibilities. She is a single parent of two, Clayton and Takedra and grandparent to Brittany and Caleb. She obtained her Associate Degree from SWTCC.



Jasmine A. Morrison is a Clerical Specialist A with Contract Administration and has been employed with the county since 2001. Jasmine handles the paperwork for approximately 700+ contracts per year. On one occasion she processed over 100 contracts for a department. This process is time consuming and she handles these matters in a timely fashion. Jasmine spearheaded a project to get all the necessary parties at the table to discuss ways of processing contracts more efficiently. For several months the office was without a legal secretary and in addition to performing her duties, Jasmine performed the duties of that position as well. Her attitude is exemplary and she works in the spirit of cooperation. Jasmine is single and has attended the University of Memphis.

Sylvester Sartor, Jr. is a Client Programs Coordinator with the Public Defender’s Office. He has been employed with the county since 1987. Sylvester is responsible for creating and operating the PD’s office after care program, which provides recovery assistance to approximately two hundred (200) individuals weekly. With unrelenting initiative, Sylvester was instrumental in creating the Education Task Force as a working group between Memphis City Schools, Shelby County Correctional Center, Shelby County Jail, and the PD’s office dedicated to resolving problems affecting this community. In addition he has created or established several other community based programs in partnership with the PD’s office. He is single and the parent of Nikki. He has attended several Universities and holds a BS, Masters, and law degree.



Pictured left to right are: SCFD Driver Larry Mansel, Private Lee Hawkins, Private Jim Street, Mayor A C Wharton, Jr., Chief Clarence L. Cash, Jr., Robert C. Lanier, Public Works Director Ted Fox, Bataillion Chief Lubin White, and Lt. Terry Davenport

Dinner at the Fire House

The fire fighters of Shelby County Fire Department Engine Company 61 hosted a dinner for Shelby County Mayor A C Wharton, Jr. at Station 61 on Macon Rd. in East Shelby County. In addition to meeting with the fire fighters, the evening was highlighted by the presentation of name plaques for two of the fire engines that have been named in honor of both the Mayor and Mr. Robert C. Lanier. Everyone enjoyed a barbecue dinner and some light discussion where the Mayor expressed his gratitude to all of the fire fighters of Shelby County for their hard work, dedication and professionalism.

OUR COWORKERS

Special Edition

SEPTEMBER 2004 ANNIVERSARIES

35 Years

Timothy G. Killett

30 Years

Joyce A. Daseler - Information Technology
Gail D. Lewis - County Clerk
Vernon L. Massey - Weights and Measures
Joy J. Mullins - Health Department
Kenneth R. Roach - Attorney General
Annie B. Schledwitz - Circuit Court Clerk

25 Years

Barbara J. Ballard - Sheriff's Department
Curtisstene Calliste - Health Department
Ricky T. Coston - Support Services
Dorothy Hamilton - Health Department
Linda Kuykendoll - Health Department
Nancy L. Shipp - Health Department
Lessie B. Smith - Health Department

OCTOBER ANNIVERSARIES

40 Years

Patrick J. Kirwan - Sheriff's Department

30 Years

Willie Crutcher - Health Department
Ricky L. Hayden - Sheriff's Department
Lytle T. Kinney - Support Services
Janie M. Scruggs - Public Works

25 Years

Darrell Applegate - Criminal Court Clerk
Bridget A. Arnold - Criminal Court Clerk
Walter Bell - Support Services
Carl Benson - Sheriff's Department
Shirley Bobo - Health Department
Elizabeth S. Bratcher - Sheriff's Department
Gary Chandler, Jr. - Sheriff's Department
Richard G. Clements - Juvenile Court
Betty Garvin - Health Department
Richard Maccarino - Sheriff's Department
Roosevelt Moore - Sheriff's Department
Sherry K. Schedler - Juvenile Court
Harold R. Stabe - Sheriff's Department
Michael Tharps - Sheriff's Department
John T. Yancey - Sheriff's Department

NOVEMBER ANNIVERSARIES

30 Years

Delois J. Bolden - Health Department

25 Years

Jerry Blair - Health Department
Virginia L. Calvillo - Register's Office
Calvin Ester - Sheriff's Department
Mira L. Jenkins - Sheriff's Department
Susan Mason - Health Department
James Milam - Code Enforcement
William M. Pinkston - Juvenile Court
Loretta A. Skinner - Health Department
Vanessa B. Thomas - Sheriff's Department
Barbara J. Walls - Sheriff's Department

DECEMBER ANNIVERSARIES

35 Years

Willie B. Scott - Health Department
Beatrice Young - Correction Center

30 Years

Nellie N. Campbell - Health Department
John W. Sicola - MATCOG

25 Years

Ricky Harkness - Code Enforcement
Clayton C. Maclin - Sheriff's Department
Pamela A. Millington - Circuit Court Clerk
Janice M. Mosley - Pretrial Services
Steve A. Phillips - Shelby County Police

JANUARY ANNIVERSARIES

30 Years

Brenda J. Kilgore - Health Department
George E. Morton, Jr. - Sheriff's Department
Kenneth E. Robinson - Health Department
Brenda L. Speight - Health Department

25 Years

Peggy J. Bailey - Sheriff's Department
Jacqueline J. Coleman - Correction Center
Shirley A. Curtis - Shelby County Police
Patricia A. Duncan - Sheriff's Department
Robert L. Inker - Support Services
John E. Lackey - Support Services
Barry W. Moore - Health Department
Maury J. Wessels, Jr. - Information Technology

FEBRUARY ANNIVERSARIES

30 Years

C. P. Little - Information Technology
Charles P. Wolfe - Health Department

25 Years

Maxine Bowles - Health Department
Charlene Briggs - Correction Center
George R. Byars - Shelby County Police
Dianne T. Childress - Human Resources
Walter J. Mathes - Trustee's Office
Ezra Randolph - Health Department
James I. Sturdivant - Circuit Court Clerk

MARCH ANNIVERSARIES

35 Years

Beatrice Young - Correction Center

30 Years

Julia R. Wiseman - Juvenile Court Clerk

25 Years

Timothy Birchfield - Fire Department
Phillip H. Burrows - Fire Department
Christopher Campbell - Fire Department
Gary Caradine - Fire Department
Michael Cole - Fire Department
James F. Gilliam - Fire Department
Terry L. Holland - Information Technology
Sandra Jones - Health Department
Demetrius Killebrew - Fire Department
Louis Lunati - Fire Department
Paul Morris - Planning & Development
Russell Phillips - Fire Department
Kevin B. Proctor - Fire Department
Joseph E. Rea - Fire Department

Artie E. Smith - Fire Department
Debra J. Stamson - County Clerk's Office
Dennis D. Zelinski - Juvenile Court Clerk

APRIL ANNIVERSARIES

30 Years

Genetta Bady - Health Department

25 Years

Janis W. Dunavant - Criminal Court Clerk
Mary A. Payne - Juvenile Court Clerk

RETIREMENTS since September 2004

Willie Alexander - Correction Center, 16 yrs.
Doris Alston - Code Enforcement, 31 yrs.
Mary Frances Baker - Human Res., 10 yrs.
Walter Bell - Support Services, 25 yrs.
Helen Benton - CSA, 17 yrs.
Sandra Bishop - PreTrial Services, 22 yrs.
James Blackledge - Correction Center, 14 yrs.
Elbert Carr - Sheriff's Dept., 29 yrs.
James Deegan - Sheriff's Dept., 25 yrs.
Deborah Dennie - Sheriff's Dept., 26 yrs.
Earnest Gunn - CAO's Office, 9 yrs.
Linda Hamer - Health Dept., 29 yrs.
James Hamm - Health Dept., 27 yrs.
Carol Handy - CAO's Office, 15 yrs.
Geraldine Harris - Sheriff's Dept., 24 yrs.
William Hayslip - Sheriff's Dept., 25 yrs.
Frederick Jacob - Correction Center, 18 yrs.
Larry E. Jones - Health Dept., 33 yrs.
Ralph Jones - Fire Dept., 25 yrs.
Lytle Kinney - Support Services, 26 yrs.
Robert C. Lanier - Mayor's Office, 25 yrs.
George Lawhorn - Criminal Court, 5 yrs.
Anne Lee-Buford - Juvenile Court, 17 yrs.
Jimmie Leonard - Health Dept., 26 yrs.
Randell Maness - Support Services, 27 yrs.
Samantha Macklin - Election Comm., 27 yrs.
Desseree McNairy - Health Dept., 13 yrs.
Abul Mostafa - Information Technology, 13 yrs.
Alex Norman - OPD, 25 yrs.
Sandra Oates - Health Dept., 9 yrs.
Willie Oliver - Correction Center, 13 yrs.
Rosetta Owen - Oakville, 26 yrs.
Joseph Palmer - Correction Center, 26 yrs.
Brian Pecon - Economic Development, 9 yrs.
Jimmie Price - Sheriff's Dept., 19 yrs.
Earnestine Pugh - Sheriff's Dept., 26 yrs.
William Ramsey - Attorney General, 22 yrs.
Lloyd Rhea, Jr. - Correction Center, 20 yrs.
Hubon Sandridge - Correction Center, 29 yrs.
Billy Ray Schilling - County Police, 4 yrs.
Peter Schultz - Code Enforcement, 35 yrs.
Willie Bell Scott - Health Dept., 35 yrs.
Jerry Sexton - OPD, 18 yrs.
Robert E. Smith - Telecommunications, 18 yrs.
Venelsia Stephens - Sheriff's, Dept. 21 yrs.
William Stricklen - Sheriff's, Dept. 25 yrs.
Altha Taylor - Sheriff's Dept., 17 yrs.
Vanessa Thomas - Sheriff's Dept., 25 yrs.
Glen Tice - Fire Dept. Dept., 19 yrs.
Michael Twilley - Fire Dept., 26 yrs.
Dusty Walker - The Med, 23 yrs.
Eugene Whitmore - Sheriff's Dept., 22 yrs.
William Zerilla, Jr., - Divorce Referee, 32 yrs.

ARTS COUNCIL CAMPAIGN KICKOFF

THURSDAY, MAY 5TH AT 2PM
IN THE COMMISSION CHAMBERS
160 N. MAIN



LIVE MUSIC
BY WATOTO

DOOR PRIZES

FUN

T-SHIRTS

GAMES

TRIVIA

DEATHS since August 2004

J. T. Stone - Sheriff's Department
August 9, 2004 - Retired
Harold Langford - Fire Department
August 10, 2004 - Retired
Jewell Sisson - Health Department
August 14, 2004 - Retired
Arthur Jett - Corrections Center
August 31, 2004 - Active
Dagberto Capote - Health Department
September 4, 2004 - Retired
Carl Focht - Information Technology
September 5, 2004 - Retired
Melvin Vaught - Sheriff's Department
September 6, 2004 - Retired
Jack Osborn - Trustee's Office
September 8, 2004 - Retired
Cleatus Biggs - Health Department
September 12, 2004 - Retired
James Arndt - Health Department
September 27, 2004 - Retired
Johnnie Baker - Corrections Center
September 29, 2004 - Retired
Henry Marmon - Admin. & Finance
October 1, 2004 - Retired
Charlotte Ferrari - Register's Office
October 8, 2004 - Retired
David Bennett - Engineering Department
October 12, 2004 - Retired
Donnie Hardin - Health Department
October 17, 2004 - Retired
Timothy Dunn - Sheriff's Department
October 29, 2004 - Retired

Donna Holmes - Health Department
November 22, 2004 - Retired
Buford Brady - Support Services
December 7, 2004 - Retired
Almeter Smith - Oakville Healthcare
December 7, 2004 - Retired
Jimmie Hudgen - Health Department
December 11, 2004 - Retired
Hester Coleman - Oakville Healthcare
December 13, 2004 - Retired
John G. Argo, III - Code Enforcement
December 17, 2004 - Retired
Darrell May - Conservation Board
December 19, 2004 - Active
Walter Houston - Road Department
December 20, 2004 - Retired
Cassell Hughes - Corrections Center
December 24, 2004 - Retired
Thelma Bowers - Health Department
December 31, 2004 - Retired
Judy Stokes - Road Department
January 1, 2005 - Retired
Horace Pierotti - General Sessions Court
January 2, 2005 - Retired
Jack Minton - Health Department
January 4, 2005 - Retired
James Harris - Corrections Center
January 14, 2005 - Retired
Matilda L. Davis - County Clerk
January 22, 2005 - Retired
Joe A. Young - Corrections Center
January 26, 2005 - Retired
Wesley B. Loflin - Road Department
February 4, 2005 - Retired

Arch McCarver - Support Services
February 4, 2005 - Retired
William Moore, Jr. - Public Defender
February 10, 2005 - Active
Sarlenalee Wortham - Health Department
February 13, 2005 - Retired
Turner B. Parham - Support Services
February 14, 2005 - Retired
Eugene Roper, Jr. - Human Resources
February 14, 2005 - Retired
Shelia Conner - Juvenile Court
February 15, 2005 - Active
Karen Dasler - Sheriff's Department
February 16, 2005 - Retired
Clara Witherspoon - General Sessions
February 16, 2005 - Retired
Donnie Burress - Sheriff's Department
February 17, 2005 - Active
Albert Taylor - Road Department
February 19, 2005 - Active
Steve Jackson - Sheriff's Department
February 19, 2005 - Retired
Richard Simpson - EOC
February 26, 2005 - Retired
Walter Hathcock - Sheriff's Department
March 15, 2005 - Retired
Gary Patterson - Trustee's Office
March 21, 2005 - Retired
Bobby Taylor - Sheriff's Department
March 21, 2005 - Active
Herman E. Jones - Corrections Center
March 29, 2005 - Retired
Hazel G. Godman - County Clerk
April 10, 2005 - Retired

WORKING SMARTER NOT HARDER SAVES TIME AND MONEY

The Traffic Control Section of the Roads & Bridges Department employees have four objectives they work hard every day to accomplish. They are to insure citizen safety on the county roads, safety of each other, have fun on the job, and working smarter not harder.

The first step to accomplishing those goals was to modernize their operations and procedures, beginning with an upgrade to their truck work beds by removing unused sign boxes and installing new tight grip work platforms. They also got new hydraulic post driver/pullers which decreased their average time by 10 minutes per work location

The new post driver/puller also reduced the maintenance of their vehicles by placing the hydraulic post driver/puller at the center of the truck. Before, they had to have the front wheel bearings/bracings replaced about every 6 months because the old post puller which weighed about 800 lbs. was mounted on the front bumper.

After that they worked on an idea to straighten the post so the sign would not have to be removed and the post pulled. It took some time and a couple of prototypes but they managed to get it to work. Mr. Terry Smith, the welder at Fleet Services took our drawings, made some modifications to improve the tool and fabricated it. This invention not only saves about 30 minutes of work time at a location improving safety but also the cost of the post and hardware which is \$14.00 to \$21.00 each depending upon the size of the post. Now we usually straighten about 20 posts a day.

They put their thinking caps on again and made a tool which mounts on the work platform and holds a post in place to be driven in the ground so one man can install a post during an emergency call out. This is very important because our employees work 24/7 on traffic sign-call out by themselves day and night and anything we can do to get off the road quickly helps us with traffic and personal safety.

Ryan Metcalf, Supervisor has now invented a handicap cutout (stencil) from a used aluminum blank which can be used over and over again. The other method was made of cardboard and didn't last long. It also eliminated a heat activated symbol which cost \$120.00 each. We also reuse old sign blanks which cost from \$.45 to \$46.00 each, which are not shot or bent and reface them with new traffic sign facings and even patch signs with scrap material to save time and money. The iron and aluminum we can't recycle we sell as scrap.

Don May, Manager and Ryan Metcalf, Supervisor of the Traffic Control Section say this is how you have fun at work. You all get together identify a problem, cost-out what it will take to do, determine the potential savings and go to work designing and fabricating the tool or procedure. Even a new person with only a day or two on the job has ideas that can make a difference. Mr. May said that at one time or another all of his fellow coworkers have told him they enjoy coming to work because they get to participate in how they do their job.

And so goes our motto: **WORK SMARTER NOT HARDER.**



Roads and Bridges crewmen Darryl Freeman and Gary Morris, Jr. at work straightening a twisted stop sign.

County/City Cooperation Benefits All Citizens

On March 19th, Shelby County and Lakeland City officials cut the ribbon to officially open Lakeland's first fire station. The "state of the art" brick and stone structure was built by and is owned by Lakeland but will be staffed by the Shelby County Fire Department as part of a partnership that benefits the city and the county.

The station is greatly needed for the rapidly growing suburb that has doubled in size in recent years to the current population of about 8,500, and has some of the costliest houses in Shelby County, with an average new-home sales price of \$300,000.

Units will respond to calls inside and outside Lakeland, provide a faster response for Lakeland residents, and provide greater peace of mind for the residents of this community.

The station cost about \$970,000, financed by the Tennessee Municipal League bond fund, which will be repaid over 20 years with the city's share of sales tax revenue. The station is one of the largest civic projects in the history of the suburb, founded in 1977.



TRAINING CALENDAR

May, 2005

Encouraging Employee Excellence through Training & Development

General Topics

Coloring Outside the Lines: Fostering Creativity in the Workplace – May 17 (Training Center)

Learn techniques that will encourage creative problem solving for breakthrough improvements.

Excellent Customer Service – May 4 (East – Code Enforcement)

Examine and define excellent customer service, and practice the skills that are needed to provide that service to your internal and external customers on the phone and in person.

Take Action Against Stress – May 3 (Training Center) – 1:00 - 4:00 p.m.

Identify your personal stressors and develop strategies to lessen or eliminate them.

Diversity – Keeping Respect in the Work Place – May 19 (Training Center) - 8:30 a.m. – 4:00 p.m. *Please Note: Class runs for the entire day.*

Learn to value each employee with dignity, trust, and respect by recognizing individual values, beliefs, and differences.

Supervisory Development

(Courses designed for Managers & Supervisors)

Fundamentals of Supervision – May 12 (Training Center) *Please Note: class runs the entire day – 8:30a.m. – 4:00 p.m.*

This basic supervisory course allows the participant to learn and practice the fundamentals of supervising and leading employees. Participant is exposed to five major responsibilities and several exercises and activities.

Coaching for Improved Performance – May 24 (Training Center)

Participant will learn through activities how to coach and counsel employees to improve performance.

Personnel Law

(Courses restricted to Managers & Supervisors)

Success with the Performance Appraisal System - Mayor’s Administration ONLY- May 5 (Training Center)

Overview of the Performance Appraisal system used in the Mayor’s Administration - includes meeting deadlines, completing the forms (including calculations), and conducting successful feedback sessions.

Family & Medical Leave Act – May 25 (Training Center)

Learn the rights and responsibilities of management and the employee under the Family and Medical Leave Act (FMLA) and how the FMLA works with SCG leave policies.

All classes are offered from 8:30 – 11:30 a.m., unless otherwise noted. Class locations: SCG Training Center (TC), 740 Court Street; and East location - Code Enforcement, 6465 Mullins Station.

To register for a class, please do one of the following: Send a completed Training Enrollment/Nomination Form to Sonja Malone through interoffice mail to the Training Center; fax form to 578-5045; or ask your supervisor to e-mail smalone@co.shelby.tn.us. Prior registration is mandatory and class size is limited to enhance the learning environment.

Please call the Training Center at 529-1429 for more information or questions.

...A service of your Human Resources Department

Customer Relations – The Art of Active Listening

Just how important is listening? Many customer relation’s experts believe that listening is the single most important customer relations skill. Many times, just hearing out a customer’s complaint without interrupting can go a long way in alleviating a potentially confrontational situation. Since good service involves listening, understanding, responding, and problem-solving, good listening skills are crucial.

Why then do most people listen to only 25% of what they hear? Listening is a skill that gets better with practice. Have you ever noticed how popular people are who are good listeners? Almost everyone gets more interesting when they are listening to you!

Active listening involves listening with your eyes, ears, and intuition. Active listeners listen with an open mind, paraphrase, and ask questions. They empathize with the customer’s frustration or excitement.

As an employee of Shelby County government, customer service is an integral part of you job – not an extension of it. If you are not serving our external customers, your job is to serve those internal customers who are. Learning and practicing good listening skills will enable you to provide excellent customer service to your internal and external customers.

Listening is a skill that every one of us could and should improve. Here are 6 ways to help:

Let the other person finish speaking, and encourage him or her to continue.

The very best listeners are people who will wait to hear all that you have to say before they respond. They wait, and they let you finish. They don’t cut you off. They don’t interject. They don’t go off on their own tangent. And they don’t assume that they know what you are going to say before you say it. Instead, they show you that they want to hear what you have to say—by letting you say it.

Use your body language to demonstrate that you are listening. Communication experts estimate that our words represent only 10% of our ommunication. Our sounds represent another 30% and our body language represents 60%. Use all of those modes to help people open up to you. Specifically:

Focus on what the person is saying, not on your response. If you really want to hear and understand what someone is saying, you need to pay attention to what they are saying. We allow ourselves to think about other things while we are listening. What we often pay attention to is our response.

Put your tendency to evaluate on hold. When we judge and approve or disapprove of what people are saying, we close the door to really hearing them. We often make assumptions, jump to conclusions, and quit listening mentally. Instead, do the following:

Try to see things from the speaker’s perspective. Go beyond the content of the words. A good listener will do more than listen to the words; he or she will also try to understand “where the speaker is coming from.”

Let a speaker know you hear and understand. But to be a really good listener, you need to do more than just hear and understand. You need to make the person feel heard and understood. Paraphrasing, clarifying, and summarizing what is said are ways to accomplish that. Don’t take over the conversation; just try to confirm that you understand.

If you practice these 6 ways, you will demonstrate that you hear, care, and understand. And who knows? You just may have saved an employee’s day, a friendship, a customer, or a marriage.

A Holiday to Remember

Memorial Day, originally called Decoration Day, is a day of remembrance for those who have died in our nation’s service. While many of us will have cookouts on Memorial Day and enjoy the day off work, we should also take a few minutes as beneficiaries of those who have given the ultimate sacrifice. This is a day to actively remember our ancestors, our family members, our loved ones, our neighbors, and our friends who gave their lives so ours could be better.

Here are a few simple way to keep the true spirit of Memorial Day:

- Visiting cemeteries and placing flags or flowers on the graves of our fallen heroes.
- Flying the U.S. Flag at half-staff until noon.
- Participating in a “National Moment of Remembrance”: at 3 p.m. to pause and think upon the true meaning of the day.
- Renewing a pledge to aid the widows, widowers, and orphans of our fallen soldiers, and to aid the disabled veterans.

The County Lines is a publication of Shelby County Government, produced by the Public Affairs Office of Mayor A C Wharton, Jr.

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